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SHARING HIDDEN KNOW-HOW: HOW MANAGERS SOLVE THORNY PROBLEMS WITH THE KNOWLEDGE JAM



John Wiley and Sons Ltd. Hardback. Book Condition: new. BRAND NEW, Sharing Hidden Know-How: How Managers Solve Thorny Problems with the Knowledge Jam, Katrina Pugh, To manage business operations let alone innovate amid frequent restructurings, outsourcings and retirements, leaders must quickly capitalize on hidden know-how (knowledge). That is, know-how that lives inside their organizations or networks in the teams, processes and experts that comprise them. Yet, many organizations are coming up short in this race. Knowledge sharing and transfer have...

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- Authored by Katrina Pugh
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